What is claimed is:

1. A method of providing data relating to a customer contact with an automatic call distribution (ACD) system to an ACD agent, the method comprising:

providing a universal resource locator (URL) from the ACD system to a browser of the agent;

accessing the URL at a server in response to a request from the browser;

providing at least one web page to the browser, the web page corresponding with the URL and including the data.

2. A method as in claim 1, further comprising accessing via the server at least one database to obtain at least some of the data for inclusion in the web page.

3. A method as in claim 1, further comprising attaching information to the URL before providing the URL to the browser.

4. A method as in claim 3, the information attached to the URL including contact processing information, said contact processing information including at least one of a group consisting of: type of the customer contact, identification of the agent, and treatment of the contact by the ACD.

5. A method as in claim 3, the information attached to the URL including contact-derived information, said contact-derived

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3   information including at least one of a group consisting of: a

4   calling party number, a billing number associated with an origin

5   of the customer contact, a telephone number associated with the

6   origin of the customer contact, a subscriber name associated with

7   the origin of the customer contact, a called party number,

8   information provided in response to a programmed script,

9   identification of a customer provided in response to a programmed

10   script, an account number provided in response to a programmed

11   script, a product model number provided in response to a

12   programmed script, an e-mail source name, an e-mail subject line,

13   a callback number provided in a web callback contact, a callback

14   name provided in a web callback contact, and a computer address

15   associated with the origin of the customer contact.

1   6.   A method as in claim 1, wherein the data in the web page

2   includes at least some information attached to the URL by the

3   ACD.

1   7.   A method as in claim 1, further comprising selecting the

2   URL based on information about the contact available to the ACD.

1   8.   A method as in claim 1, further comprising obtaining at

2   least some of the data in the web page based on at least some

3   information attached to the URL by the ACD.

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9. A method as in claim 1, wherein the step of providing the URL comprises:

sending the URL to ACD console software of the agent; and

providing the URL to the browser from the console software.

10. A method as in claim 1, wherein the step of providing the URL comprises sending the URL directly to the browser from the ACD system.

11. A method as in claim 1, the server being accessible through at least one of a group consisting of: a publicly accessible computer network, limited-access computer network, and a private computer network accessible within an organization operating the ACD.

12. A method as in claim 1, the customer contact being one of a group consisting of: a telephone call, an e-mail contact, a web callback contact, a web chat contact, a facsimile contact, a video contact, and a web telephony voice contact.

13. A method as in claim 1, further comprising displaying the web page to the agent.

14. A computer system for providing data, relating to a customer contact with an automatic call distribution (ACD) system, to an ACD agent, the computer system comprising:

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4   the ACD system capable of providing a universal resource

5   locator (URL);

6   a server capable of providing at least one web page to a

7   browser, the web page corresponding with the URL and including

8   the data;

9   at least one agent station coupled with the ACD system and

10   having a browser capable of accessing the URL at the server.

1   15. A computer system as in claim 14, further comprising at

2   least one database, accessible by the server for obtaining at

3   least some of the data for inclusion in the web page.

1   16. A computer system as in claim 14, the ACD being capable

2   of attaching information to the URL.

1   17. A computer system as in claim 14, the ACD being capable

2   of collecting contact-derived information, said contact-derived

3   information including at least one of a group consisting of: a

4   calling party number, a billing number associated with an origin

5   of the customer contact, a telephone number associated with the

6   origin of the customer contact, a subscriber name associated with

7   the origin of the customer contact, a called party number,

8   information provided in response to a programmed script,

9   identification of a customer provided in response to a programmed

10   script, an account number provided in response to a programmed

11   script, a product model number provided in response to a

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12 programmed script, an e-mail source name, an e-mail subject line,

13 a callback number provided in a web callback contact, a callback

14 name provided in a web callback contact, and a computer address

15 associated with the origin of the customer contact.

1   18. A computer system as in claim 14, the server being

2   capable of obtaining at least some of the data in the web page

3   based on at least some information attached to the URL by the

4   ACD.

1   19. A computer system as in claim 14, the customer contact

2   being one of a group consisting of: a telephone call, an e-mail

3   contact, a web callback contact, a web chat contact, a facsimile

4   contact, a video contact, and a web telephony voice contact.

1   20. A computer system of providing data, relating to a

2   customer contact with an automatic call distribution (ACD)

3   system, to an ACD agent, the computer system comprising:

4   a server accessible through a computer network;

5   at least one agent station having means for accessing a

6   universal resource locator (URL) at the server;

7   means for providing the URL from the ACD system to the agent

8   station computer;

9   means for providing at least one web page to the agent

10 station from the server, the web page corresponding with the URL

11 and including the data.

1   21.   A computer system as in claim 20, further comprising

2   at least one database; and

3   means for accessing the database to obtain at least some of

4   the data for inclusion in the web page.

1   22.   A computer system as in claim 20, further comprising

2   means for the ACD to attach information to the URL.

1   23.   A computer system as in claim 20, further comprising

2   means for the ACD to collect contact-derived information.

     24.   A computer system as in claim 20, further comprising

     means for displaying the web page to the agent.